

# Current Return Process

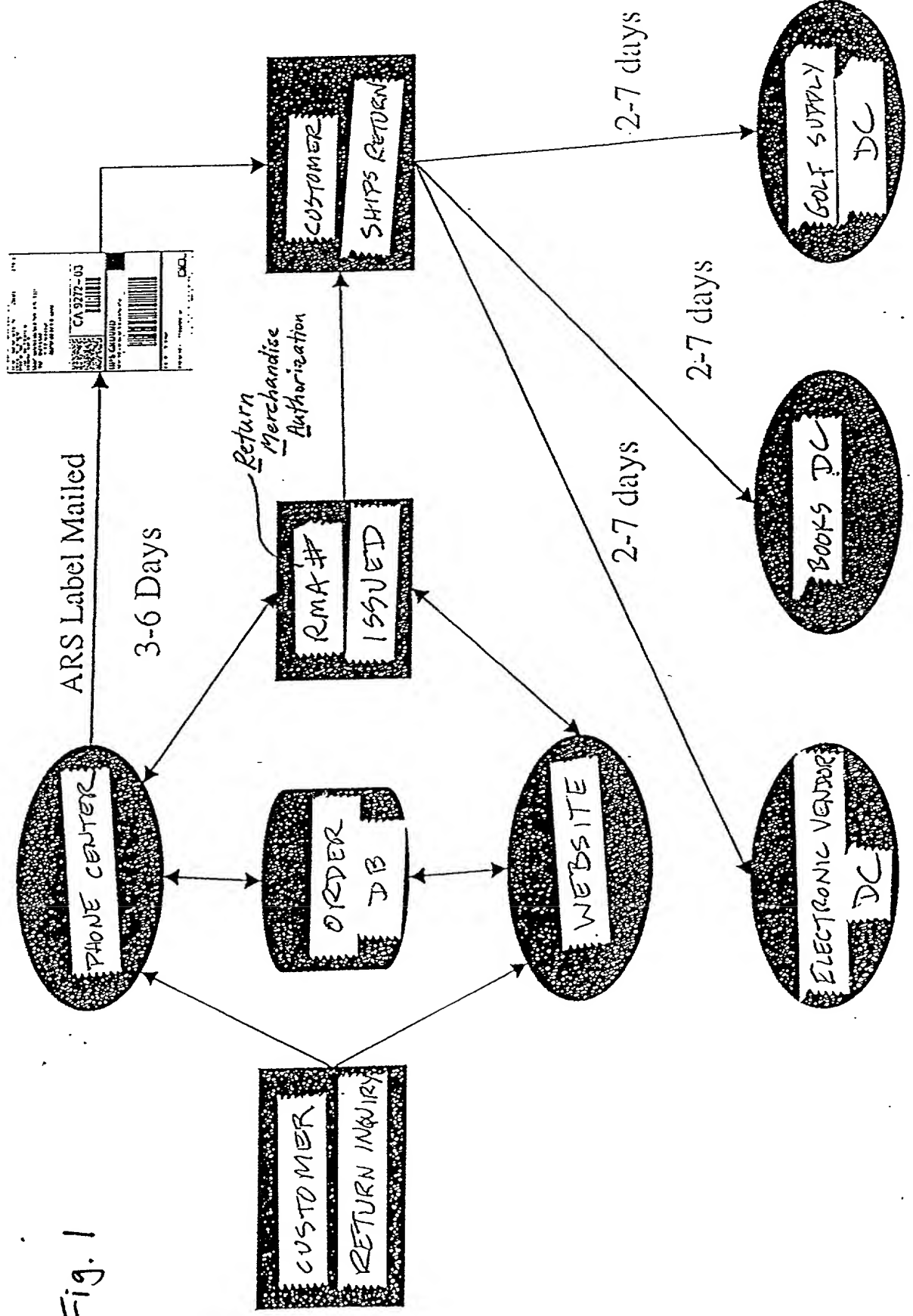


FIG. 2

10

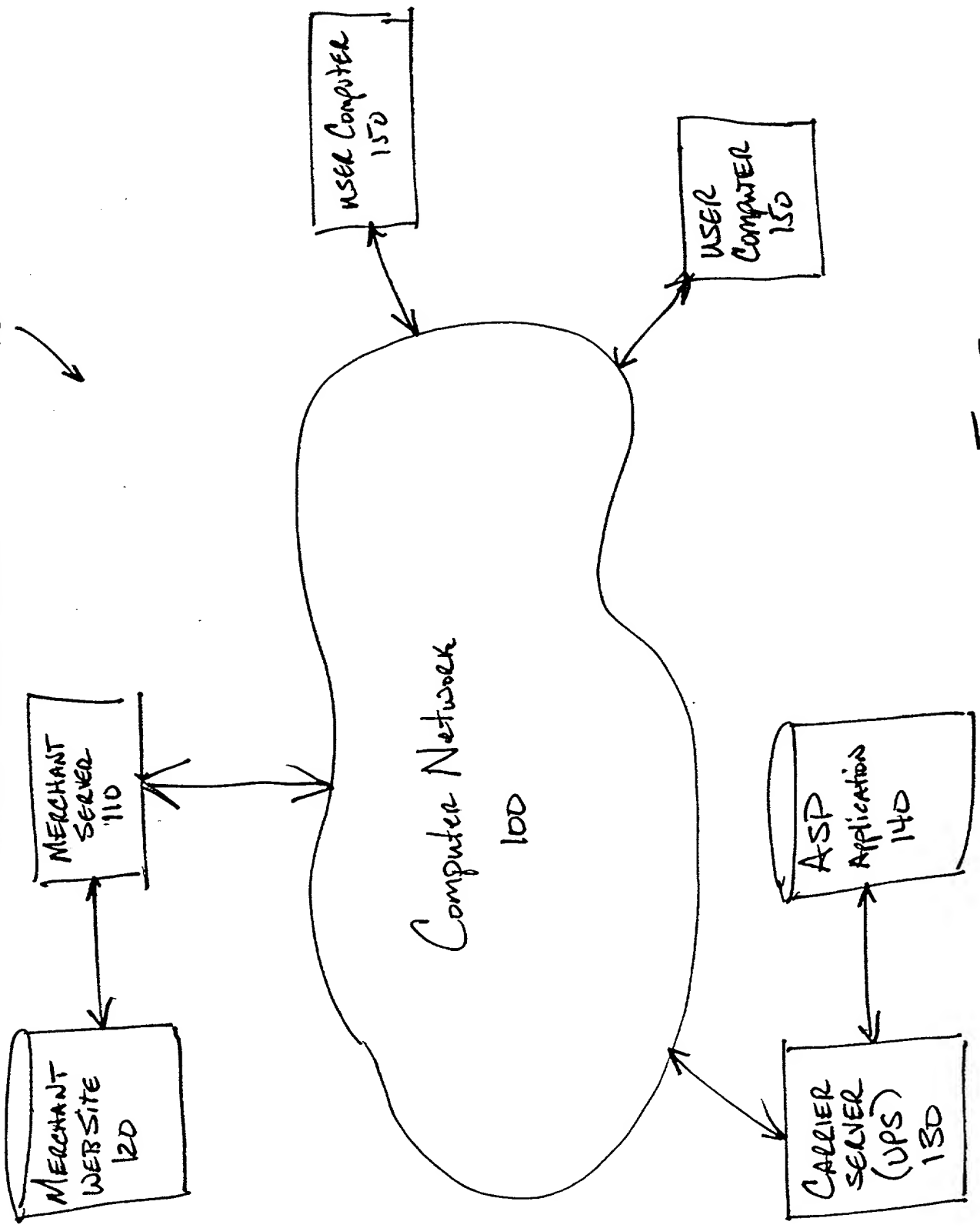
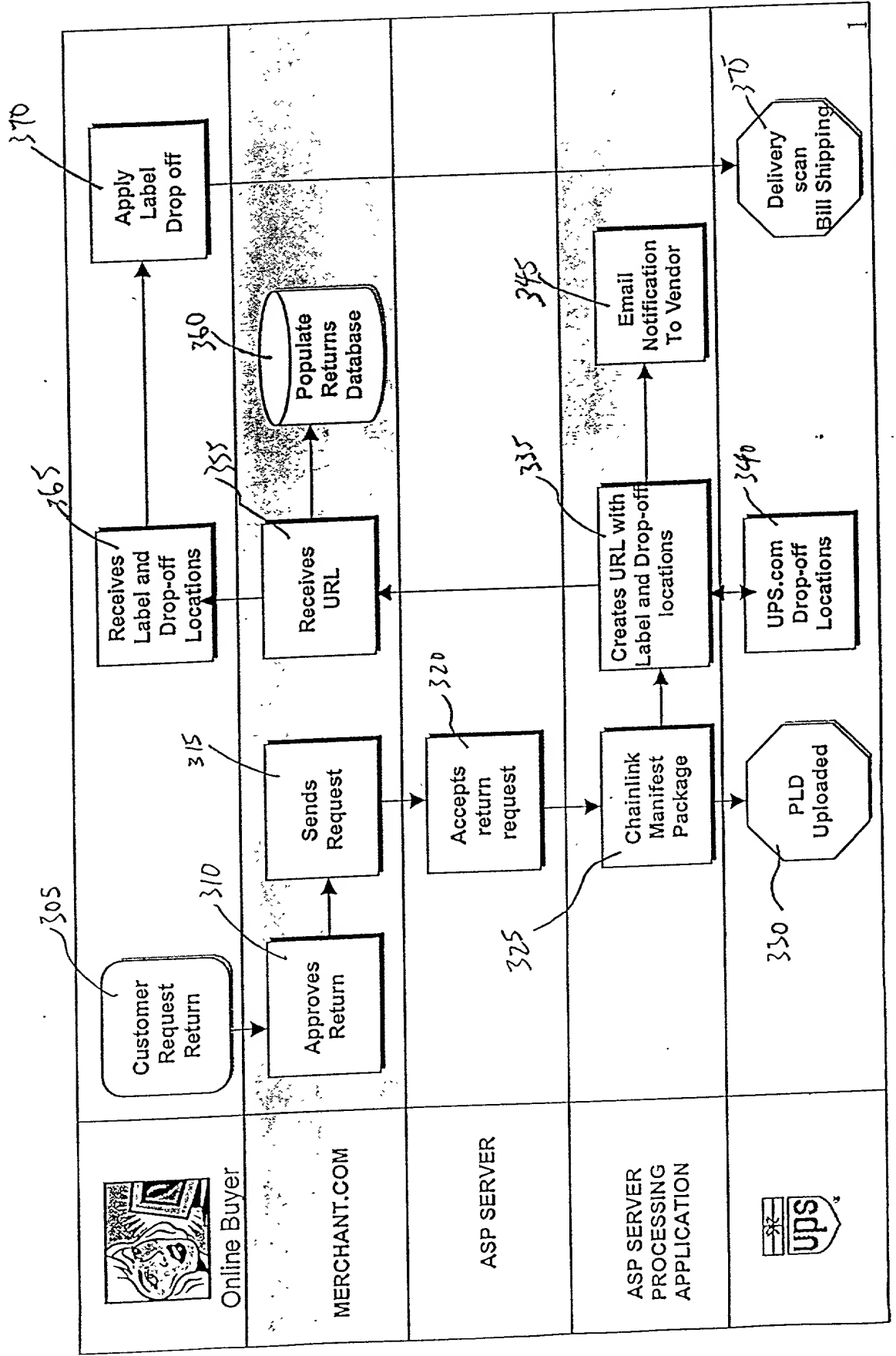


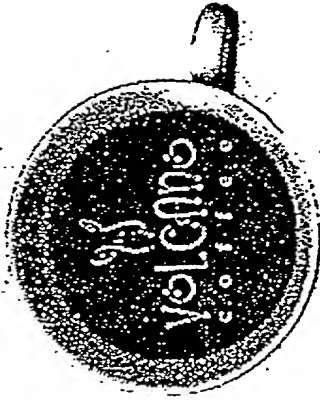
FIG. 2

Fig. 3



WELCOME

If you've already registered, click the cup to enter the store.



If you are new to Volcano Coffee, you may register now.

The Best Coffee on the Web

The names of companies, products, people, characters, and/or data mentioned herein are fictitious and are in no way intended to represent any real individual, company, product, or event, unless otherwise noted.

Fig. 4a



Welcome back!

To start, enter your e-mail and password then click the "continue" button.

E-Mail:

Password:

Continue

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Fig. 4b



Although Volcano Coffee has been in business for only six years, it grew from a vision that was 90 years in the making. Bianca Fiorito, the great granddaughter of Anthony Patricelli, an Italian immigrant to Africa, had grown up watching, listening and learning the ways of planting, picking and brewing coffee beans. It had been her great grandfather's skill of survival, her grandfather's trade by birth, and her father's vision to one day own a specialty coffee shop of his own.

Those years represent a wealth of knowledge that allowed Bianca to make that dream for her family come true six years ago when she opened up the first Volcano Coffee in Seattle, Washington. Since then, she, along with her father Angelo and grandfather Salvator, has succeeded in opening 15 more stores in the Pacific Northwest. With three generations of collective expertise behind her, she hopes to carry out the traditions of excellence that were instilled in her so long ago.

You can check on the status of your existing orders or select one of these options...



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Fig. 4c

Store Directory

Search

View Basket

Checkout

Returns

Store  
Directory

Search

View  
Basket

Checkout

Returns

Returns

Please select the Order Number that  
contains the item(s) to return from the  
list on the right.

123456
789012
654321
987654
112233

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Fig. 4d

Store Directory

## Search

View Basket

# Check out

## Return

## The Best Coffee on the Web

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Fig. 4e

TO THE GROUND  
KOPUCCA

Click on each Item you wish to return.		
Description	Quantity	Item Number
Botbellied Teapot	2	987654-28
Irish Creme	1	987654-7371
Grinder	3	987654-VC07
Volcano Sweatshirt	1	987654-VC42
Mezzana Blend	1	987654-5357

Items Being Returned				
Item	Quantity	Damaged	Incorrect	Yucky!
987654-28	<input type="text" value="2"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="button" value="Submit Request"/>				

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Fig. 4f

**A.R.S.**

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO  
ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

FROM: Name: John Jones RMA#W21523

Street: 1212 Anystreet

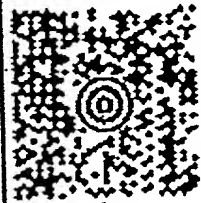
City: Anytown State: OK ZIP Code: 74043

SHIP

TO: SPIEGEL  
4557 FISHER ROAD

OH 43291-2222

COLUMBUS



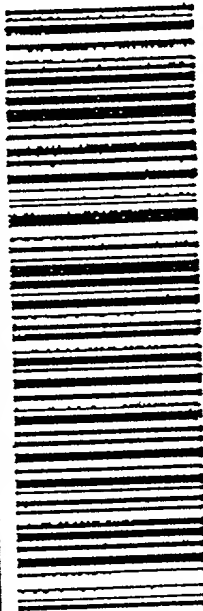
(420) SHIP TO POSTAL CODE



(420) 43291-2222

**UPS GROUND**

TRACKING #: 1Z 316 2W4 06 8717 2977



UPS Authorized Return Service™

0110618 10432

REF#:

Ground A/R.S. Tracking Number

ORDER #DATE

1Z 316 2W4 06 8717 2977

Fig. 5



**Drop-Off Locator - Microsoft Internet Explorer**

controls to the right.

Note: Locations and hours of operation may change periodically. Packages prepared using UPS Internet Shipping are accepted free of charge at UPS Drop-off boxes, UPS Customer Counters and the following Authorized Shipping Outlets: Mail Boxes Etc., Neighborhood Postal Centers®, Packaging Store®, PakMail®, Parcel Plus®, Postal Annex®, and PostNet®. For all other locations please call to confirm acceptance of UPS Internet Shipping packages and hours of operation.

200X

00000 Vain Corridor

2500 ft

1 **Authorized Shipping Outlet** → 380

2 **Customer Counter** → 380

3 **Authorized Shipping Outlet** → 380

4 **Authorized Shipping Outlet** → 380

5 **Authorized Shipping Outlet** → 380

**Detail information on Drop-off Location**

Name	Address	Phone Number	Distance (miles)
UPS CUSTOMER COUNTER	22 BROOKLINE DRIVE	1-800-PICK-UPS (1-800-742-5877)	0.83 miles
THE PHOTO LAB	27261 LA PAZ #D	714-831-2176	1.2 miles
AIM MAIL CENTER	25602 ALICIA PKWY	714-580-0228	1.2 miles
MAIL BOXES ETC, USA	77062 STA PAZ	714-831-7933	1.3 miles

714-448-7300 0.81 miles

Microsoft Internet Explorer

buy.com Support Return Mail

Microsoft PowerPoint

Fig. 7

Drop-off Locator - Microsoft Internet Explorer

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Full Screen

WORLDWIDE

OUTRIGGER PARTNERS

LOG IN TO MY UPS.COM

Services Guide

Download

Customer Service

About UPS

Site Guide

TRACK

SHIP

QUICK COST

TRANSIT TIME

PICKUP

DROP-OFF

SUPPLIES

# Drop-off Locator

⊗ You are here: Aliso Viejo, CA 92656

+

2500 ft

2500 ft

+

UPS Drop-off Locator

N

E

S

W

To maneuver the map, click on the directional controls in the compass above. To zoom in or out, click on the zoom controls to the right.

Note: Locations and hours of operation may change periodically. Packages prepared using UPS Internet Shipping are accepted free of charge at UPS Drop-off boxes, UPS Customer Counters and the following Authorized Shipping Outlets: Mail Boxes Etc., Neighborhood Postal Centers, Packaging Store, PakMail.

Fig 8